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ABSTRACT

The purpose of this book is to equip trainers to perform with excellence. Chapter 1 focuses on how adults learn and interact, examines the impact instructors have on learning, and introduces the instructor performance system. Chapter 2 details the requirements of the instructor's job. Chapter 3 outlines the system that enables training managers to select instructor candidates who possess these requirements. Chapter 4 introduces the instructor performance standards. Chapters 5-11 define and explore each of the 60 performance standards and show how to adapt them to fit the job and organization. Chapter 5 helps to prepare to instruct; chapter 6 guides the instructor to foster abundant classroom participation. In chapter 7, the instructor examines the platform skills standards, and chapter 8 focuses on those standards that cover course content and sequencing. Chapter 9 is designed to assist the instructor in asking and responding to questions and chapter 10 helps the instructor meet standards related to use of training aids. Chapter 11 shows how to use the evaluation standards to strengthen and develop course content and instructing skills. Chapters 12-14 describe tools to reinforce excellent instructor performance and develop performance that can be improved--a feedback system, a recognition and reward system, and a development system. Chapter 15 shows how to use the book as a tool to implement the ideas successfully. An appendix lists typical classroom problems and solutions. An index is provided. (YLB)

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